Dear Students,

Due to the recent increase in spam e-mails originating from university e-mail accounts, ICS will be enabling a mandatory password change for your University of Kwa-Zulu Natal Active Directory logins.

Your Active Directory login affects your LAN login, email account password, Moodle login, WiFi connection and many other linked systems where you may need to type your login name and password.

Most of these emails are due to compromised email accounts where weak passwords have made it easy for an attacker to abuse a valid student or staff email account. Weak passwords can be easily guessed, observed whilst you type or retrieved by skilled attackers using sophisticated software.

Further, these compromised accounts are used to send emails that form part of a phishing campaign directed at acquiring more account names, email addresses, passwords and personal information.

To control this spate of abuse and reduce the incidents of weak passwords a forced password change for everyone has become necessary.

In order not to disrupt the entire student body at once this will be a staged process affecting students registered in 2016 and earlier first, beginning on Monday the 26th of March 2018.

You are encouraged to change your password immediately and will not be forced to change it again during this process.
For setting a new password, please observe the following guidelines:

- Your password must be at least 8 characters long.
- Your password must include a mix of letters, special characters, numbers, uppercase and lowercase characters.
- Do not use a password that you have used in the past.

Always protect your password, more so than you would a bank card PIN.

For those not certain on how to set a strong password use the following guidelines:

- Do not use weak passwords like, Welcome2018, Pass12345!, Password30, P@ssw0rd01, Monday123, Summer123, Hello123, Student2018, Winter123.
- Avoid using words that you find in a dictionary.
- Do not use personal information, such as names and birth dates.
- Do not use patterns, like qwerty or 12345.
- Do not use common acronyms.
- Do not use repeating characters, such as mmmm or 3333.
- Do not use the same password you use for another application or elsewhere.
- Do use random characters and numbers with mixed case e.g. *tr1&1b1`P9a_.$
- Do use something you can remember like e.g. Litch1 J00sy
- Do mix up your languages and use phrases e.g. Durbs Zonskyn is Shisa!
- Do not use the examples above!

There are three main methods to change your password:

**Using Ctrl-Alt-Del on your computer.**

To use this method, the following conditions need to be met:

- You need to know your password.
- You need to be logged into a domain joined computer.
- You need to be on a UKZN campus network.

Press the Ctrl-Alt-Del buttons together and choose Change Password, type your old password and new password, then new password in the confirm password field.

**Online Password Self-Service website**

To use this method, the following conditions need to be met:

- You need to know your password.
- You need an internet connection and a browser
- You can be on or off campus

Navigate to [https://passwordchange.ukzn.ac.za](https://passwordchange.ukzn.ac.za) click reset password, type your old password and set a new password.

**MyUKZN Mobile App**

To use this method, the following conditions need to be met:

- You need the app installed on your mobile (MyUKZN app available on all major mobile app stores).
- Your cellphone number needs to be recorded in the ITS iEnabler system
- You need to have already signed in and activated the app.
Login to the MYUKZN Mobile App, go to the Self-Help menu (If you don’t see the Self-Help menu, swipe to the right on one of the menu items). Choose “Change My LAN Account Password” and enter a new password in both blocks and tap on the Submit button.

To avoid becoming a victim of phishing please evaluate each and every email before clicking through or completing an online request.

Using a recent example:

The biggest give away to it being a fraudulent phishing mail is the link in the message:

Your account

Click here to log on

Definitely not a University of KwaZulu-Natal domain address

Please contact ICS Support if you have any difficulty changing your password or use one of the ICS walk-in centres. For more information and updated documentation please visit

https://ics.ukzn.ac.za/

Tel: x4000

E-mail: ICSsupport@ukzn.ac.za

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